

## THE LP-GAS BOARD AND YOUR RIGHTS...

The LP-Gas Board is comprised of 6 members appointed by the Governor to oversee the LP-Gas industry in Nevada. The Board is responsible for adopting regulations as are reasonably necessary for the health, welfare and safety of the public and persons using LP-Gases in the state.

As a user of LP-Gas (propane) in Nevada, you have certain rights available to you. The Board wants to ensure that you know about these rights and what options are available in the event a question or problem arises. This brochure was put together in the interest of consumer awareness.

## AS AN LP-GAS CUSTOMER, YOU HAVE THE RIGHT TO...

- Change dealers if you are dissatisfied with either the price your dealer is charging or the service you are receiving.
- Obtain the current posted price for propane and any additional charges that may apply to its delivery. The price must be provided to you over the telephone and also must be printed on a standard form and displayed in the propane dealer's office.
- Know at the beginning of the business day that a price change will take effect. Although a dealer is not required to advise all customers about a pending rate change, he is required to disclose it to those customers who ask.
- Be informed that the price of propane may vary depending upon the date and circumstances surrounding delivery. Non-scheduled or irregular deliveries may cost more and users are entitled to know a dealer's pricing structure.
- Be told by your dealer how the price for a unit of propane can be converted, for comparative purposes, to gallons, cubic feet or therms.
- Know the annual tank rental fee if you are renting a tank from your dealer.
- Use your own tank and regulators if suitable for continued service.
- Be notified 48 hours prior to disconnection of service.
- Verify the person or company working on your LP-Gas equipment is licensed by the LP-Gas Board.

## IF YOU CHANGE DEALERS, YOU HAVE THE RIGHT TO...

- Have the dealer's rented tank removed from your property within 30 days, at no charge, after you have notified the dealer in writing (a recommended form for this notification is available from the Boards web site or by contacting the Board staff).
- Be present when the dealer measures the remaining volume in their tank that is being removed.
- Be given a date and approximate time for the removal of the tank.
- Receive a refund for any unused propane and tank rental. This refund will be based upon the price you paid and must be mailed to you within 15 days after the tank is removed.
- Know the charges for a new service with a new dealer.

## IF YOU HAVE A COMPLAINT, YOU HAVE THE RIGHT TO...

The Liquefied Petroleum Gas Board regulates the licensing of dealers as well as enforcing safety regulations on LP-Gas systems under their jurisdiction. **The LP-Gas Board does NOT regulate pricing.** If you are dissatisfied with the price your dealer is charging, you have the right to change dealers.

1. Complaints or questions should first be brought to the attention of your dealer.
2. If you are not satisfied with your dealer's response and you wish to pursue a complaint, contact the Board staff to lodge a Consumer Complaint. The Board staff will mediate your complaint if the Board has jurisdiction.
3. If mediation fails to resolve your complaint you may lodge an Informal Complaint against your dealer. Contact the Board staff for assistance.
4. If the Informal Complaint fails to resolve your complaint the legal counsel for the Board may file a Formal Complaint and Notice of Hearing against the dealer.

## IT IS RECOMMENDED THAT CUSTOMERS IN SEARCH OF AN LP-GAS DEALER ASK THE FOLLOWING...

Because rates and policies differ between dealers, first time customers or customers considering moving to a new dealer, should be informed enough to ask a few key questions.

- Is there a written description of services that will be provided?
- Is there a charge to install the tank and/or related equipment necessary to establish service?
- What is the most economical method of purchasing propane?
- Do you have to call when you need gas or will they schedule your deliveries?
- How often and on what days will you receive a delivery?
- How much will it cost to receive a delivery outside of your normal schedule?
- Is the price based on your annual usage, the area you live in, the quantity per delivery or other criteria?
- How long after the delivery do you have to pay your bill?
- Is there a penalty for a late payment?
- What if you need fuel in the winter, but you still have an outstanding bill?
- Does the dealer offer any discounts that apply to you?
- Does the dealer offer an equal payment plan?
- Does the dealer install and/or service LP-Gas appliances?

Be sure to address any other concerns you may have that are not listed above.

## ENERGY ASSISTANCE...

The following agencies have programs available to assist low-income households with their energy bills. For more information please contact them directly.

- Federal Low-Income Home Energy Assistance Program (LIHEAP). (866) 674-6327
- The Nevada Energy Connection. (866) 846-2009

## SAFETY RECOMMENDATIONS...

- When handled properly, LP-Gas is a safe and efficient fuel source.
- Ask your dealer what procedures they have in place to ensure the safety and integrity of the system which serves you.
- Follow all manufacturers instructions for the proper use and care of your LP-Gas appliances
- NEVER attempt to repair or alter an LP-Gas appliance. Contact a licensed service representative for assistance.
- Keep areas around LP-Gas appliances clean and clear of combustibles.
- You, as a customer, are required to maintain clear access to your LP-Gas tank at all times.
- An odor has been added to your LP-Gas so you can detect if your system develops a leak. **Learn what LP-Gas smells like.** Your dealer has scratch-and-sniff pamphlets to help your family recognize its distinctive odor.
- If you are unable to detect the smell of LP-Gas for any reason, consider installing an electronic gas detector in your home.
- **Learn how to turn off your gas supply.** Some gas valves require the use of a wrench to operate them. Ask your dealer for assistance if you do not know how to turn off your gas supply.

## RECOMMENDATIONS FOR OWNERS OR USERS OF UNDERGROUND LP-GAS TANKS...

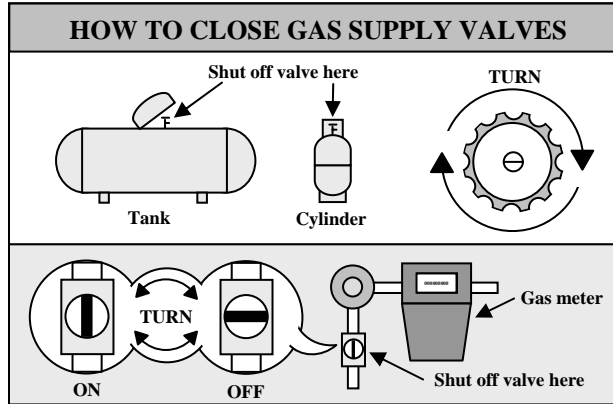
If you own or use an underground (UG) LP-Gas tank, special precautions should be followed to ensure its continued serviceability.

- Your UG tank should be cathodically protected to minimize corrosion.
- Have your UG tanks cathodic protection system inspected by a licensed dealer annually.
- If you find the UG tank dome completely submerged in water turn off the tank supply valve and notify your dealer.
- Do not plant trees or shrubs within 10 ft. of your UG tank.

## WHAT TO DO IF YOU SMELL GAS...

1. Exit the building, without operating any electrical switches or lighting any matches or smoking materials.
2. Turn off the gas at the tank, cylinder or meter valve.
3. Notify your dealer from a neighbor's phone.
4. Do not re-enter the building until your dealer tells you it is safe to do so.

**Your dealer is required to respond to your request for assistance in an emergency.**



*Consumer Bill of Rights Provided By:*



## Nevada Board for the Regulation of Liquefied Petroleum Gas

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of the

## Nevada Board for the Regulation of Liquefied Petroleum Gas (LP-Gas Board)



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